

En Re. : Over billing for services

I am paying for services that were reduced, with no compensation to the customer. A significant piece of the local programming was removed at the beginning of February due to a licensing dispute with the local broadcast company. Representatives meeting local officials here in Jackson, WY and a web site owned by Charter both stated that if Charter were to agree to the new contract with the local broadcaster, bills would likely increase. At issue here is that the local broadcaster has been dropped, Charter is no longer paying the licensing fees to this broadcaster at all, but the billing remains the same. I can only assume from this, billing only moves in one direction, up; but when services are dropped and Charter's costs go down, customer accounts aren't compensated.

I did call the billing call center. The initial response from the rep was that they were completely unaware of programming changes and were powerless to respond. I spoke with the supervisor who could only recite from the Charter web site and also said that if broadcast costs go up, the customer pays, however, was unable to react to the reduction of broadcasting. I believe the term he used was, "his hands were tied".

I would like to see a reduction in monthly billing to reflect the loss of a channel that carried both the Super Bowl and the Olympics. I would like to be credited for this payment which I believe to be an over payment. I was told that the billing item "Broadcast TV surcharge" is additional charge for local TV programming. However, the cable television charges were no different in February than January.

I am used to annual increases for no increase in service, but now customers are paying for more for less service. Also, please note pending suits by the states of New York and California Attorney Generals. Although these are unrelated to this matter, they both attest to services not rendered.